



April 19, 2017

Operational Support Team Update



SNAP PROCESS IMPROVEMENT COLLOBARTIVE

- Collaboration between Insight Policy Research Inc, USDA, and three participating states (NC, NJ, CA)
- A unique opportunity for learning across states with county-administered SNAP Service Delivery
- By the end of the collaborative, teams are expected to have achieved goals and objectives related to one or more of the collaborative improvement areas
- The collaborative improvement areas include:
 - Reduce the number of days needed to make SNAP eligibility determinations on initial expedited and non-expedited applications and recertification's.
 - Increase application processing timeliness for SNAP expedited and non-expedited applications and recertification's, and sustain a timeliness rate of more than 95 percent.
 - Decrease churning at recertification.



SNAP COLLOBARTIVE COUNTY PRESENTATIONS

❖ **Davidson County**

❖ **Elizabeth Huff, Lead Presenter**

❖ **Pitt County**

❖ **Jan Elliott, Lead Presenter**



ADDITIONAL SNAP COLLOBARTIVE UPDATES

- 2nd round of site visits to NC occurred for Union and Davidson Counties in March to conduct walkthroughs from customer's perspective and perform Job Shadowing of various work processes.
- Best practices identified during those site visits include:
 - Return Mail – When the Notice of Expiration is returned by the postal services with a new forwarding address within the county, the mailroom staff repackage the notice and mail to the forwarding address.
 - Notices that are due by the 15th - Prioritized by the mailroom staff and distributed to the workers prior to finalizing other mail distribution processes.
 - Pending Appointments – Designated staff person contacting clients to remind them of appointments.
 - Friday's Outgoing Mail – Make sure mail (DSS- 8650 Notice of Information Needed) generated on Friday's are getting to the post office for delivery that day.
- 2nd round of site visits to NC for NC State Team and Pitt County to occur April 25-28, 2017
- NC Project Team Activities
 - PDSAs
 - ☐ Completed and evaluated baseline data for FNS applications and recertification timeliness
 - ☐ Modified Policy Review Feedback form to be utilized for training
 - ☐ Identified the location for monthly FNS recertification timeliness report (XPTR)
 - ☐ Beginning a new collaborative training development process
 - ☐ Reviewing the Notice of Expiration Recertification Form (DSS-2435) for clarity
 - ☐ Reviewing the NC FAST Supervisor Dashboard (NC FAST already working on this)

